
Automatic Call Distribution Data Dump

Automatic Call Distribution (ACD) data is dumped using the ACD Data Dump (ADD) program. ADD is only available when the ACD Auxiliary Data System (ACD-ADS) is equipped. ACD-ADS is documented as a special feature in the *Automatic Trunk Maintenance* NTP.

The ADD program is loaded automatically by the system on receipt of an AUXUP command from the auxiliary processor. The program cannot be invoked manually and, when in use, cannot be aborted. Once loaded, ACD configuration data is sent to the auxiliary processor from the SL-1 through the high-speed link.

ADD messages

ADD0000	ADD Program is running.
ADD0009	Program aborted.
ADD0099	High speed link is down. Action: Use Link Diagnostic (LD 48) to check link status.
ADD0100	High-speed link is down.
ADD0101	Re-attempt to get message call register (CR) failed. The SL-1 has run out of call registers. Action: Increase the number of call registers (not the number of message call registers).
ADD0102 c	ACD list cannot be found for customer c.
ADD0103 l s c u	Terminal Number translation failed.
ADD0104 l s c u	Key 0 of the set is not an ACD-DN.

ADD

ADD0105 l s c u TN is not equipped.

ADD0150 c No route for customer c.

ADD0151 No trunk number.

ADD0160 Enqueuing to send message failed. Data associated with the high-speed link may be corrupted.

Action: Remove the high-speed link in software, then redefine it. If problem persists, perform a system reload or parallel reload.

ADD0170 AUX did not respond to AUX_M_SIN message.

ADD0180 The chosen release protocol by the AUX is not within the range specified by SL-1.